DMVS

CHANGE AGENT NETWORK

Meeting # 2

MARCH 24,2010

WELCOME

MEETING AGENDA

- Welcome
- Project Update
- Online Registration Demonstration
- Successes and Suggestions
- What makes a good Change Agent?
- Activity
- Sand Box Demonstration
- DMVS Impacts
- Agency Benefits of DMVS
- Project Team Updates
- Panel Questions and Wrap up

March

RICK CLELLAND
PROJECT DIRECTOR

March 9th - March 11th	Technical Design for the Reporting Database
March 11th	P1 ATMM Initial Design (Session 2)
March 16th - March 18th	P2 DRIVS Design Interfaces
March 22nd	Steering Committee Meeting
March 23rd - March 25th	P2 DRIVS Detail Design (DL & ID Design Session Review)
March 23rd	Client Review DLRS Initial Design
March 24th / 25th	Client Review Titles and Registration
March 24th	Change Agent Network Meeting
March 30th	Client Review ATMM Initial Design

April

April 2nd	Client Review Inventory and Plates (via phone conference)
April 6th - April 8th	DRIVS Detail Design
April 6th - April 9th	P1 MOVRS ATMM Configuration
April 13th - April 15th	DRIVS Detail Design
April 20th - April 23rd	Detail Design – Titles and Registration
April 27th - April 29th	DRIVS Detail Design

ONLINE REGISTRATION

Jodie Soldan

- Why ?
  - Planning
    - Tracking
      - Reporting
        - Evaluating

ONLINE REGISTRATION

Jodie Soldan

Invitation to Register
Change Agent Network Meeting #2
March 24, 2010

HOW TO REGISTER: Use the on-line registration tool at Change Agent Network Registration Test Survey
Please register no later than March 19, 2010. Directions to the location will be sent on March 22, 2010 to those that register. Each person attending must register separately.

WILL WE BE COMING TO A TOWN NEAR YOU?
BETH BOGENRIEDER
Booking a room
Phone Line
Web Access
Audio/Visual Equipment
Refreshments
Open Communication

1ST CHANGE AGENT MEETING SUCCESSES AND SUGGESTIONS

Juan Gonzales

- Webinar
- **88** attendees at first CAN meeting
- **89** Change Agents (including KDOR CA's)
- We are continually adding information to the website: http://www.dmvproject.ks.gov/can.html
- All Change Agents are now listed on the website

What makes you a Good Change Agent?

- *Vision*
- *Self-motivated*
- *Communicate*
- *Passion*
- Understanding

Walk Kansas 2010
Needing your new title quickly?

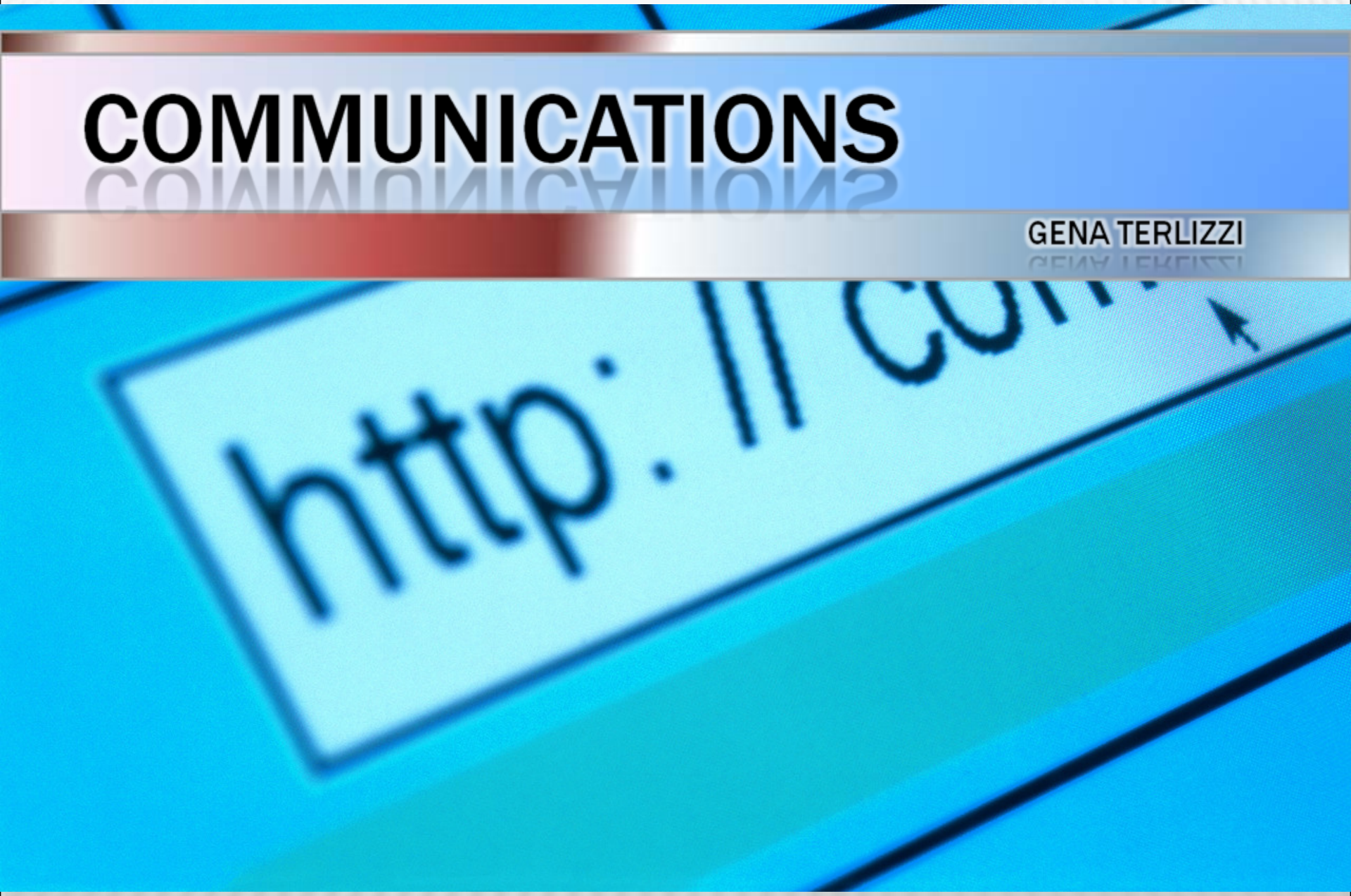
COMMUNICATE - COMMUNICATE

- Set the standard for communicating effectively.
- Email or call
- Sell the Website.
  http://www.dmvproject.ks.gov/can.html
- Share what you have learned so far.

SAY.....WHAT?!?

COMMUNICATIONS

GENA TERLIZZI



SAND BOX

Karen Schultz

Business Impact

Joe Weldon 3M

Type of Impact	Examples
Consistent application of rules and laws	• Comprehensive rule based application and fee calculation with formal overrides • Extensive configuration functionality (prospective plate fees)
Improved data analysis and information management	• Financial / cash projections • Override analysis (pattern and frequency) • Partial plate / partial vehicle search for law enforcement
Greater Flexibility	• Quick changes to support legislative changes (such as new plates) • Many workflow alternatives for supporting both large and small offices
Sensible Customer Orientation	• Customer oriented approach (as opposed to a transaction oriented one), in line with contemporary commercial and government businesses • Integrated view of a customer across time and lines of business

© 3M 2010. All Rights Reserved.

Workflow Impact

Type of Impact	Examples
Fewer reversals / voids	• Comprehensive set of rules applied before finalization reduces need for corrections
Less manual decision-making	• Significant knowledge imbedded in rules (both required and discretionary edits) results in fewer exceptions • Formal approval and override processes allows for more structured and shared exception processing when required
Increased automation	• Cross business checks (such as an outstanding debt, NSF history, etc.) • Strong support for EOD and EOM reconciliations

© 3M 2009. All Rights Reserved.

Organizational Impact

Type of Impact	Examples
Reduced training time	• Shorter time to effectiveness • Allows for more cross functional training approaches
Reduced dependency on key staff	• Much of the 'tribal' knowledge is captured in the system • Vulnerability to retirement / loss of key staff is reduced
Greater flexibility in role definition	• Higher productivity specialists • More opportunity for general skill sets and 'roving' staff • More flexibility in meeting demand peaks with flexible workforce

© 3M 2009. All Rights Reserved.

BENEFITS OF DMVS

CATHY NOVAK-WOOD

One Stop Shop

Consistent

Empowered

Holistic

Efficient

Accurate

Reliable

Predictable

Real Time

Public Safety

Cost Effective

Training Update

Christi Karolevitz

MOVRS & DLRS END USER TRAINING

WILL ROLL OUT..... JANUARY – MAY 2011.

DLE/DC/DR END USER TRAINING

WILL ROLL OUT..... SEPTEMBER – NOVEMBER 2011.

Technology Team

TECHNOLOGY TEAM: FIELD ENGINEER

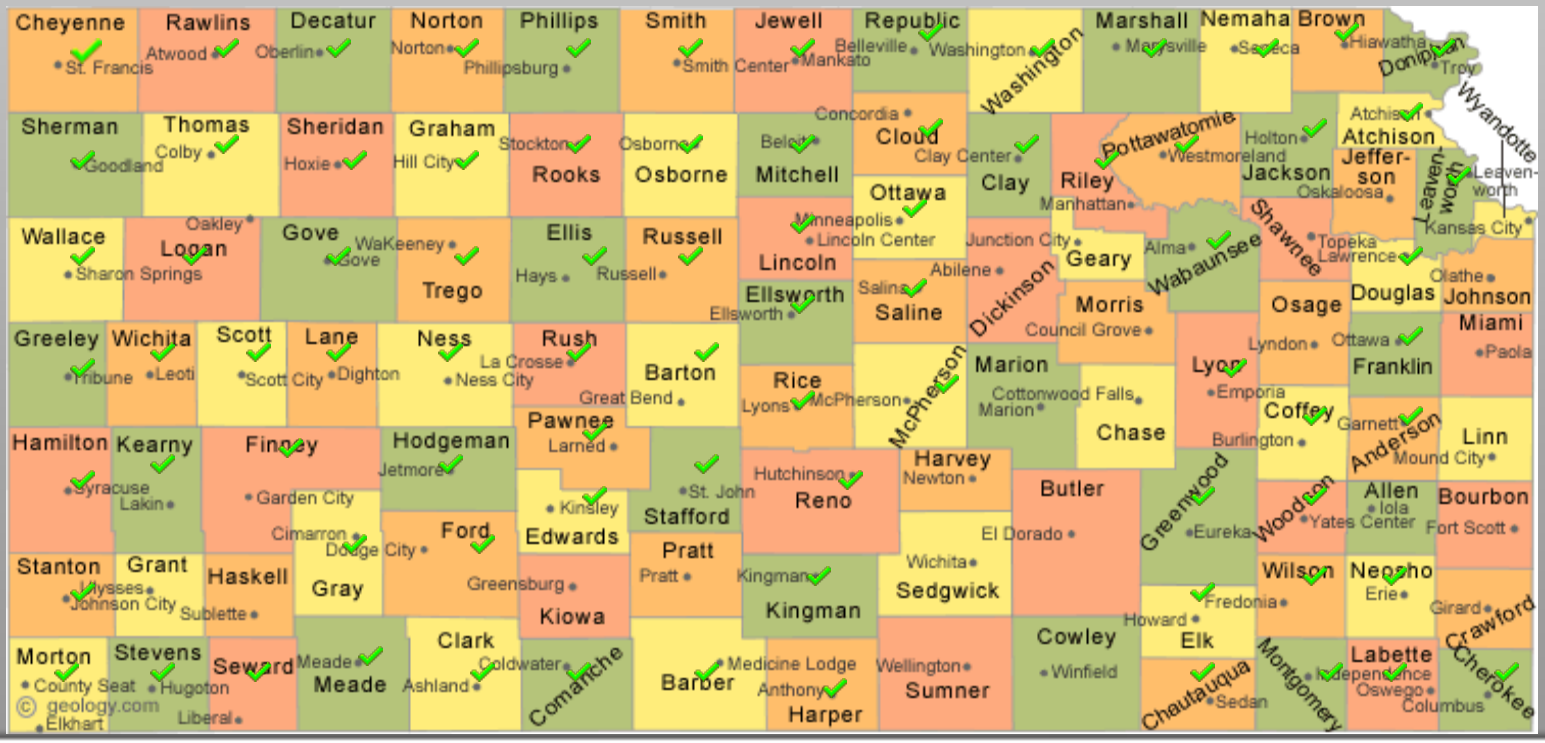
DAN BUNKER

Oct 2009 – March 2010

- Evaluate and documented 90 of 135 existing County networks
- Coordinate effort with DISC to develop AVPN rollout plan and schedule

Starting March 2010

- Finish remaining county office network surveys
- Continue coordinated effort with DISC to plan and deploy AVPN circuit upgrade including 7 AVPN pilot sites



TECHNOLOGY TEAM: NETWORK ENGINEERS

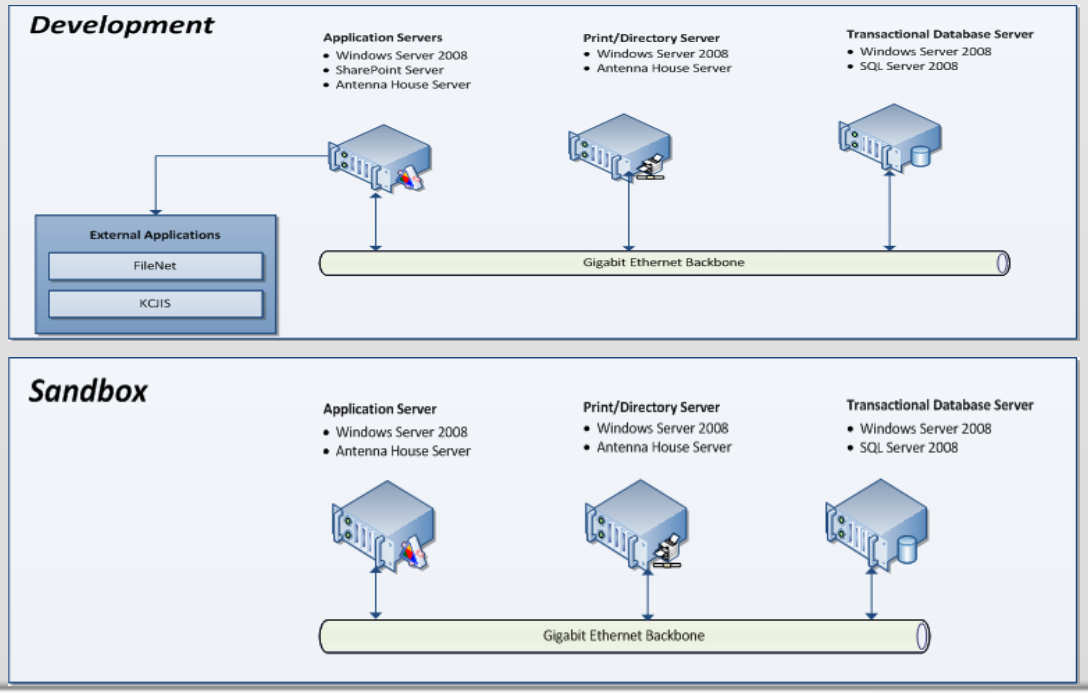
DAN BOND, RAYMOND DERSCH

Oct 2009 – March 2010

- Build and deploy 3M MVS Development and Sandbox environments
- Plan and deploy Application Manager environmental management services
- Develop and document data segregation plan

Starting March 2010

- Build and deploy two additional 3M MVS environments (Training, Production)
- *Design and build IBM Filenet development and test environments



Technology Team: Database Administrators

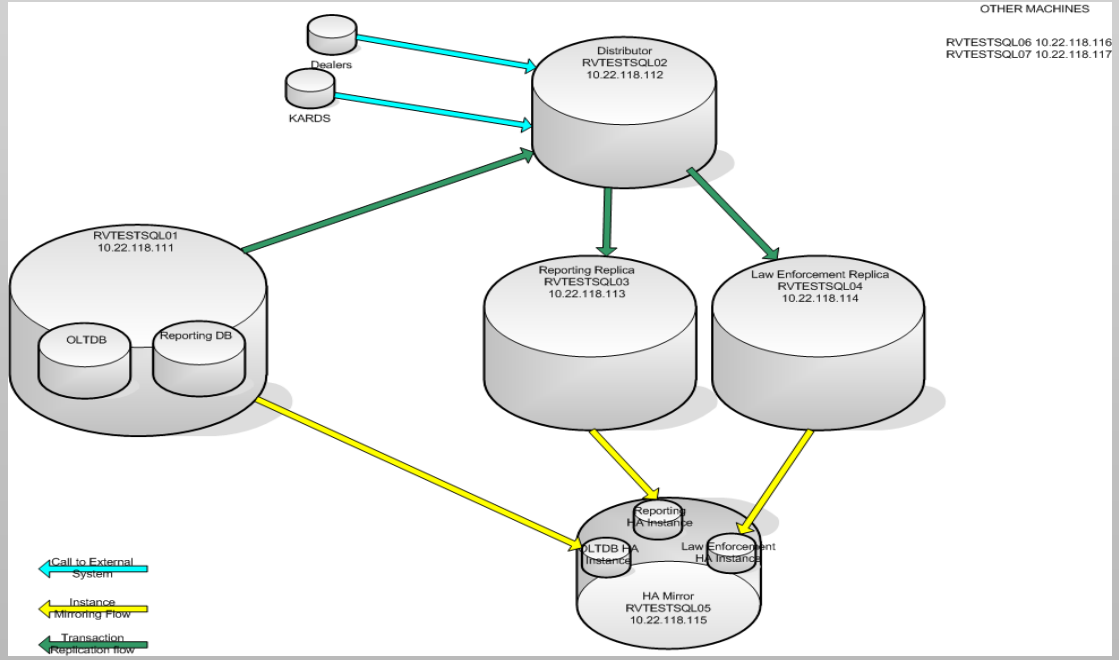
Kurt Kidd, Kevin McDonald

Oct 2009 – March 2010

- Developed DB99 from DB50
- Started work on data conversion (Mainframe – SQL)
- Design a high-availability, fault tolerant DB solution

Starting March 2010

- Continue data conversion and cleanup activities
- *Design and build IBM Filenet development and test environments



REPORTING OVERVIEW

Patrick Dixon

Business Analyst Team

Michael Fitzgerald

Title & Registration

- Usage, Sales, and Use Tax
- Liens & Security Interest
- Registration – Renewal,
- Update, Terminate
- DLRS Initial Design
- Inventory and Placards

Driver's License, Control, & Review

- License Issuance – Regular, Renewal & CDL
- Endorsements (i.e., Motorcycle)
- Concealed Carry
- Graduated Driver's License (GDL)
- Testing – Knowledge, Skills, & Vision

OD Team

Lisa Kaspar

Planning

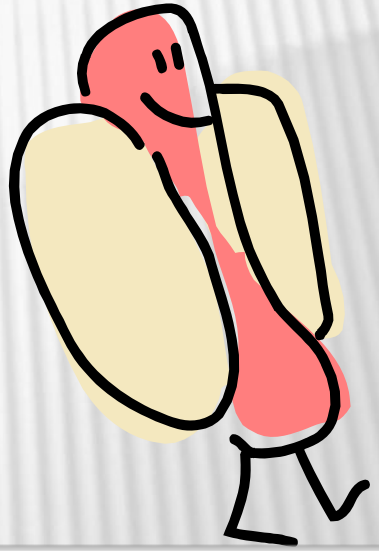
Unfreeze

Action

Change

Results

Refreeze



Feedback

QUESTIONS FOR THE PANEL